



Employment Security Department

WASHINGTON STATE

User Guide for Job Search Review (JSR)

SKIES Service(s) Plan

Employment Security Department (ESD)

Employment & Career Development Division (ECDD)

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Purpose

This guide provides ESD WorkSource Specialists with step-by-step instructions to support Job Search Review (JSR) Service(s) Plans.

Objectives

After you complete this training, you will know how to:

- Create a Service(s) Plan for Job Search Review customers.
- Add a service on the Service(s) Plan.
- Activate a service on the Service(s) Plan.
- Close a service on the Service(s) Plan.

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SKIES Service(s) Plan for Job Search ReviewJob Seeker > Service(s) Plan

The Service(s) Plan has three sections: the Service(s) Plan tab, the Services tab, and the Plan Summary tab. Use the Service(s) Plan tab to develop an employment plan using a goal and Assessed Service Needs. Use the Services tab to document planned services based on the Assessed Needs. The Plan Summary displays all open and closed services, with the Planned and Actual Start and End Dates, and the Justification.

System generated services (i.e. Initial Assessment, Job Referral, Staff Assisted Job Match, etc) will not display on the Service(s) Plan but will display on the **Seeker Services** screen.

SKIES allows only one active Service (s) Plan. Do not open a Closed Service(s) Plan. To create a new Service(s) Plan, when a Closed Plan exists, place the cursor in the Justification data field and click on the green (+) on the Tool Bar.

Use the Notes feature to enter additional information. **Remember** – on the Notes screen, SKIES enters the Source (the screen from where the Note was entered).

Create a New Service(s) Plan

Start On the **Welcome** screen, click Job Seeker > Service(s) Plan. The Service(s) Plan opens in Draft Status (for the selected Job Seeker).

Step 1 Use free form text and enter an employment goal in the Goal (not required) data field - or - the Goal data field auto fills from the Employment Objective on the **Desired Employment** screen.

The screenshot shows the 'Service(s) Plan - Service(s) Plan' form. At the top, there's a header with the SKIES logo and navigation tabs: 'Service(s) Plan', 'Services', and 'Plan Summary'. The form is for 'Name: DEVILLE, KRUELLA E.' with ID '009-00-6666'. Callout 1 points to the 'Goal' field, which contains the text: 'Seeking a position in a growing veterinary clinic . I want to utilize my skills, knowledge, and abilities and care for animals. I am a radical'. Callout 2 points to the 'Is Seeker's Goal Self Employment?' section, which has radio buttons for 'NM', 'Yes', and 'No'. Callout 3 points to the 'Justification' text area. Callout 4 points to the 'Planned Start Date' and 'Planned End Date' fields. Callout 5 points to the 'Plan Status' section, which has radio buttons for 'Active', 'Draft', and 'Closed'. At the bottom right, there's a table titled 'Assessment Service Needs'.

Service Needs	Rank	
EDUCATION	1	Go to
EMPLOYMENT	1	Go to
EMPLOYMENT_HIST	1	Go to
FAMILY	5	Go to

Fig 1

Step 2 Is Seeker's Goal self-employment? Click > YES or NO radio button (Fig 1).

Note: When co-enrolling a Job Seeker, do not change the O*NET Code. If the Service(s) Plan is closed, create a new plan. You can only have one active plan at a time. Add services to an active Service(s) Plan.

The Service(s) screen displays.

Fig 2

Note: SKIES requires an O*NET Code only when the Job Seeker requests/receives a Training Service. JSR does not require an O*NET Code on the Service(s) Plan.

For Labor Market information, click > LABOR MARKET INFO button.

Step 3 In the **Justification** data field (**Justification** data field is required to SAVE), use free form text and explain how Job Search Review services will help the Job Seeker (Fig 1 & 3). Assessment Service Needs (Fig 1 Initial Assessment) display on the Service(s) Plan tab. Use Service Needs to determine what services the Job Seeker needs.

Fig 3

Document the **Justification** in Notes (SAVE the Plan and copy and paste a Note).

For example: What are your recommendations for the claimant? Have you considered the items below?

1. Any other obstacles/barriers to employment?
2. Career objective?

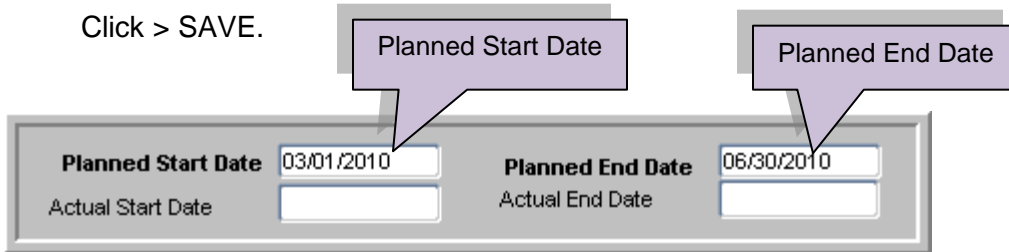
3. Assessment results?
4. Job search skills development?
5. Need for additional services?
6. Plan of action and return to work statement.
7. Planned follow up statement approved by the Job Seeker.

Other items to consider:

1. Low skilled with limited connection to the labor market?
2. Low income with substandard barriers to employment?
3. Under-employed in an entry level job or declining industry/occupation?
4. Multiple job referrals with no success?
5. Locally determined; unique to the labor market

Step 4 Use mmddyyyy format to enter the **Planned Start Date** and the **Planned End Date**. Enter the Planned End Date as 90 days from the Planned Start Date [90 days is 12 full weeks + one day](Fig 4).

Click > SAVE.

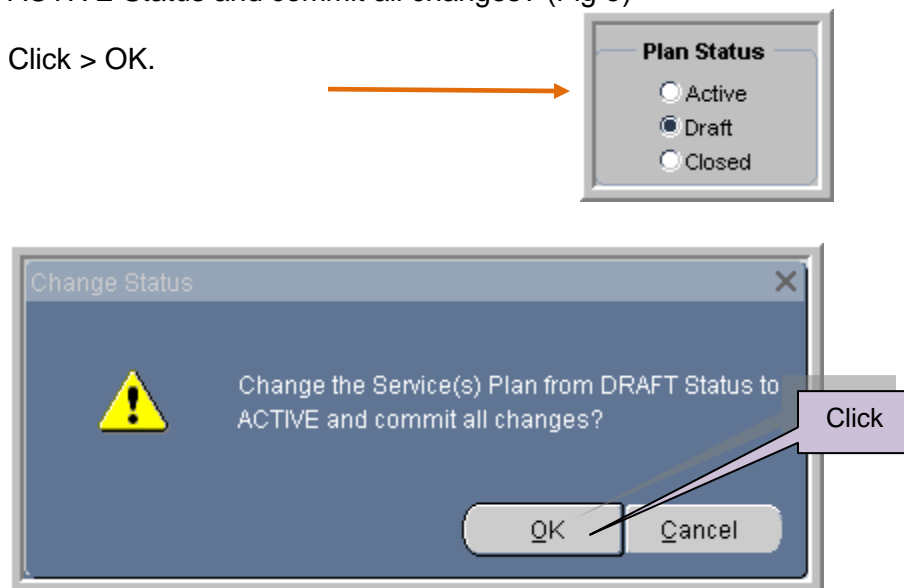


The screenshot shows a form with two main sections. The top section has two fields: 'Planned Start Date' with the value '03/01/2010' and 'Planned End Date' with the value '06/30/2010'. Below these are 'Actual Start Date' and 'Actual End Date' fields, both of which are empty. Callout boxes point to the 'Planned Start Date' and 'Planned End Date' fields.

Fig 4

Step 5 To activate the Service(s) Plan, click > ACTIVE radio button in Plan Status (Fig 2). A pop up message: “Change the Service(s) Plan from DRAFT Status to ACTIVE Status and commit all changes? (Fig 5)”

Click > OK.



The top part of the image shows a 'Plan Status' dialog box with three radio buttons: 'Active', 'Draft' (which is selected), and 'Closed'. An orange arrow points from the 'Draft' radio button to the 'Change Status' pop-up message below. The pop-up message has a yellow warning icon and the text: 'Change the Service(s) Plan from DRAFT Status to ACTIVE and commit all changes?'. At the bottom of the pop-up are 'OK' and 'Cancel' buttons. A callout box points to the 'OK' button.

Fig 5

- Step 6 The Services and Plan Summary tabs activate. Click > Services tab. The Services screen displays (Fig 6).

Fig 6

Fig 7

- Step 6 The Planned Start and End Date auto fill (Fig 6). Click on the arrow right of the Needed Services data field. A drop down list of Service Types displays. Click > CORE (Fig 7).

Click > OK.

- Step 7 A Group Type – Group Description corresponding to the selected Service Type displays. Click to select the Group Type (CORE SERVICES [Fig 8]).

Click > OK (Fig 8).

Fig 8

Step 8 Click on the arrow right of the Provider Service data field. Click > JOB SEARCH REVIEW PROGRAM SERVICES (Fig 9).

Click > OK.

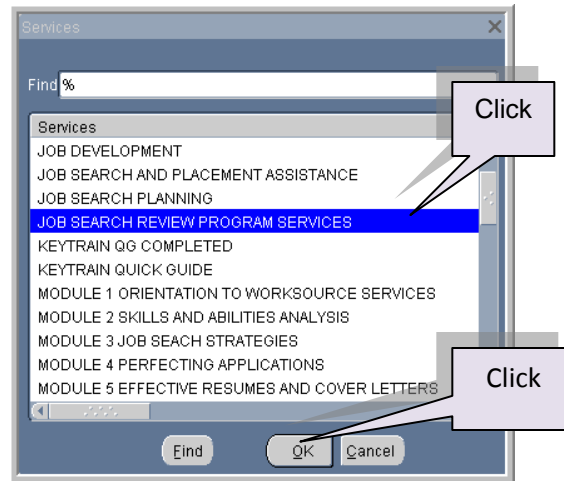


Fig 9

Step 9 Click in the Provider data field. Enter the Provider name (i.e. WorkSource Name) using free form text.

Note: When the service requires the Job Seeker to attend a class/course, use free form text and enter the name of the course in the Course data field (Fig 10).

Fig 10

Step 10 Click > NO PROGRAM AFFILIATION (Fig 10) button to check mark (required).

Step 11 To activate the service (when the Job Seeker receives the service or attends the class), enter the Actual Start Date in mmddyyyy format (Fig 10).

When the service requires the Job Seeker to attend a class/course, use free form text and enter the name of the course in the Course data field (Fig 10).

Click > SAVE.

Note: If the Actual Start Date is prior to the Planned Start Date, the following message displays (Fig 11):

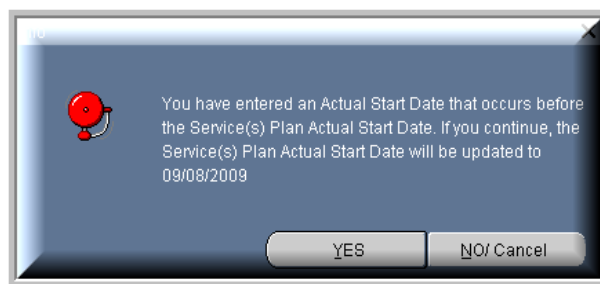


Fig 11

Click > YES. The Service(s) Plan Start Date changes to the date of the service.

Step 12 Use free form text and enter “Agreed Upon Progress” [(Fig 12) (next report time/date, contact info to complete UI Work Test, Job Order info, recommendations, etc)]. The Agreed Upon Progress will print on the Service(s) Plan.

*** This step is necessary to complete the UI WORK TEST. USE THE SERVICE PLAN DESK AID.

Entries in the Instructions data field do not print on the Service(s) Plan.

Click > SAVE.

File Job Seeker Provider Employer Staff Functions Administrative Reports Maintenance Help Window

Service(s) Plan - Services

SKIES Services Knowledge & Information Exchange System

ACTIVE

SSN Search Seeker ID search JS130 4.16.0

Name: DEVILLE, KRUELLA 009-00-9757

Service(s) Plan Services Plan Summary

Place cursor in objective area and use green plus to create new objective. Objective must exist before provider service is selected.

Objectives

Type C CORE SERVICES

Established an Individual Training Account

Start Date End Date

Planned : 03/01/2010 06/30/2010

Actual : 03/01/2010

Services

Provider Service	Training Provider	Provider	Course	Enroll	DL	PT
JOB SEARCH REVIEW PROGRAM SER		WVS Yakima				

Staff Assigned

JONES, IZZY

Office WORKSOURCE YAKIMA

Planned Start Date End Date

Actual 03/01/2010 06/30/2010

Program Affiliation No Program Affiliation

Contract

Actual Outcome

Agreed Upon Progress

Instructions

Fig 12

Fig 13

Step 13 To add another Provider Service (Fig 13), click to highlight the next data field. Click on the arrow right of the Provider Service data field. A drop down list displays. Click to select the service.

Click > OK.

File Job Seeker Provider Employer Staff Functions Administrative Reports Maintenance Help Window

Service(s) Plan - Services

SKIES Services Knowledge & Information Exchange System

ACTIVE

SSN Search Seeker ID search JS130 4.16.0

Name: DEVILLE, KRUELLA 009-00-9757

Service(s) Plan Services Plan Summary

Place cursor in objective area and use green plus to create new objective. Objective must exist before provider service is selected.

Objectives

Type C CORE SERVICES

Established an Individual Training Account

Start Date End Date

Planned : 03/01/2010 06/30/2010

Actual : 03/01/2010

Services

Provider Service	Training Provider	Provider	Course	Enroll	DL	PT
JOB SEARCH REVIEW PROGRAM SER		WVS Yakima				

Fig 13

Step 14 Click > NO PROGRAM AFFILIATION. When appropriate, enter the Actual Start Date using mmddyyyy format.

Click > SAVE.

Step 15 When a Job Seeker completes/receives the service, close the service. Enter the Actual End Date in mmddyyyy format.

Click on the arrow right of the Actual Outcome data field. A drop down list of Actual Outcomes displays (Fig 18). Use the Find feature or the scroll bar. Click to select the Actual Outcome:

COMPLETED-NO CREDENTIAL/CERTIFICATE -or-

DID NOT COMPLETE.

Click > OK.

Click > SAVE.

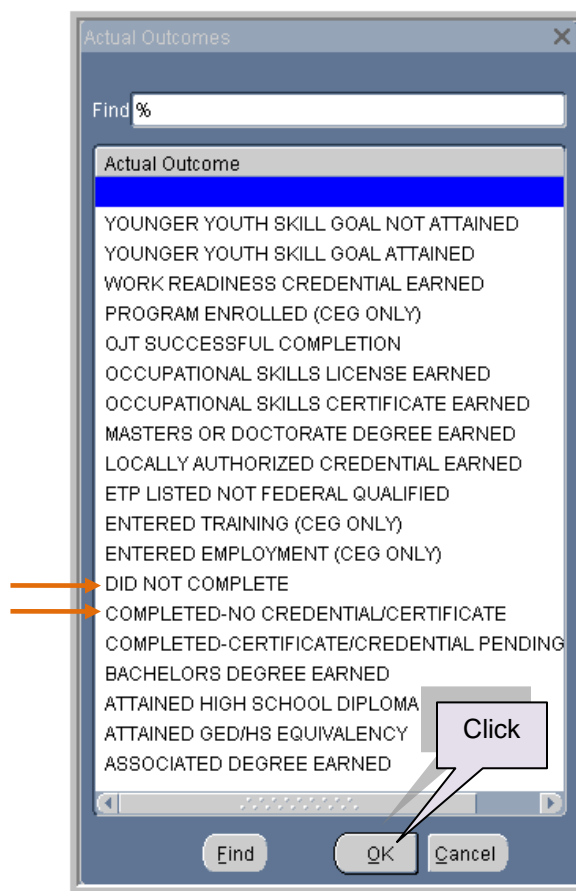


Fig 18

Note: The Service(s) Plan will not close automatically and all services must be completed before you can close the plan.

Step 16 Click > Plan Summary tab (Fig 19). The Summary screen displays. This is a view only screen. Click on the button at the top of each column to sort. Double click in the Justification data field. The Editor will display the Justification.

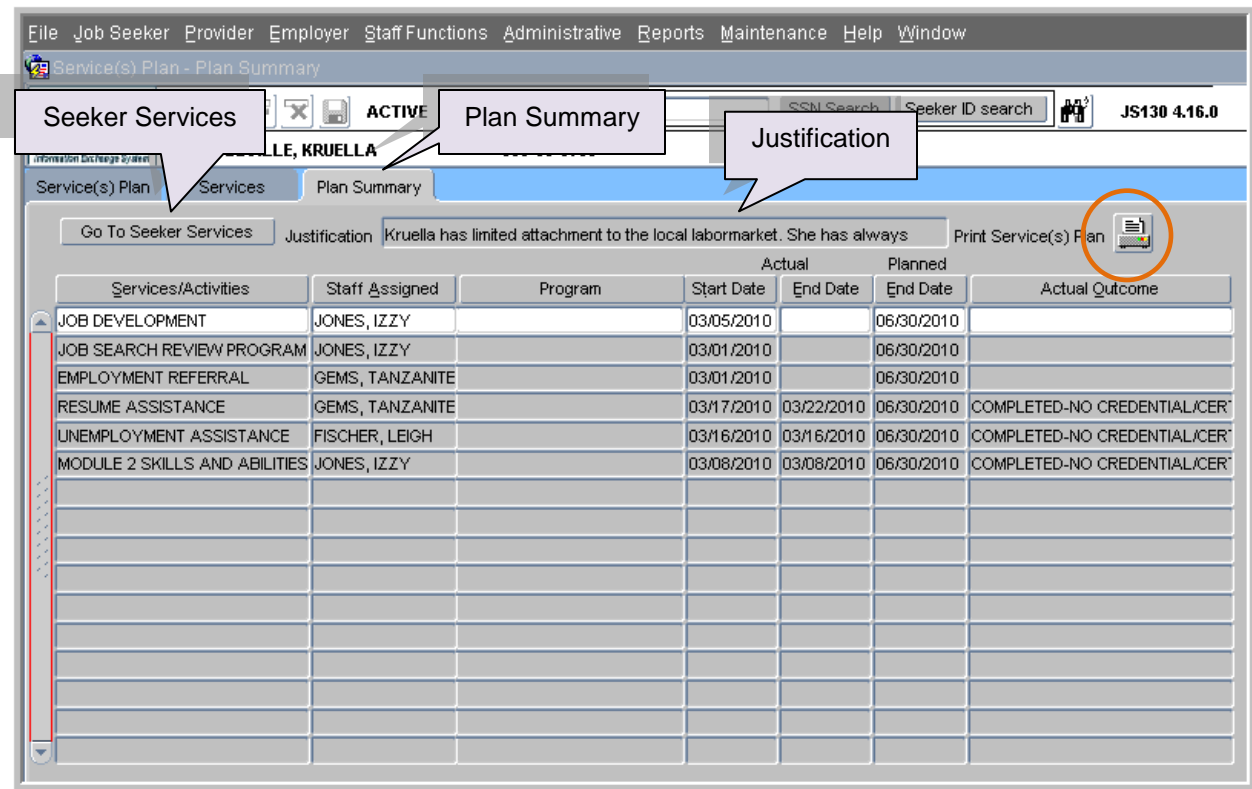


Fig 19

Click > PRINT SERVICE(S) Plan button (Fig 19). Adobe activates. Click the Adobe icon to print the Service(s) Plan. Click > X to close Adobe.

Note: All system generated services will display on the Seeker Services screen. Click > SEEKER SERVICES button to view system generated services.

Step 17 To close Job Search Review Program Services, click on the arrow right of the Actual Outcome. Click to select one of the following:

- DID NOT COMPLETE
- COMPLETED-NO CREDENTIAL/CERTIFICATE

SKIES Service(s) Plan

Data Field	Data
Job Seeker Name / Social Security Number	Auto fills
Goal	Auto fills with data from the Employment Objective on the Desired Employment screen – or – enter/modify the Goal. Not required to SAVE the Service(s) Plan.
Is Seeker's Goal Self-Employment	Click > YES or NO radio button. Not required to SAVE the Service (s) Plan.
Plan Status	<p>Defaults to Draft. Click to select Active. Click to select Close.</p> <p><i>Note: A Draft Plan can only change to an Active Plan.</i></p> <p><i>When changing the Service(s) Plan from Draft to Active and Program Affiliation or No Program Affiliation has not been selected, the message, "When Plan Status Active, all Services must either have No Program Affiliation data field check marked – or – must have Program Affiliation and Contract (when a contract is available) assigned" displays.</i></p> <p><i>Select Closed, a message displays, "Are you sure you want to close this plan?" A Closed Plan cannot be re-opened and is stored in history for review.</i></p>
LABOR MARKET INFO button	Links to Workforce Explorer for Labor Market Information.
Employment Goal: O*NET Code	Not used for JSR.
Justification	Enter the Justification for seeking the Employment Goal Occupation.

	Enter the Justification in Notes.
Planned Start Date	Should be the date of enrollment. Enter the date using mmddyyyy format. Do not assign a service before the Planned Start Date.
Planned End Date	Enter the date using free form text using mmddyyyy format. JSR requires 90 days from the Planned Start Date.
Service Needs Assessment	<p>To view the Assessment and the documentation about the Service Needs Rank, click > GO TO button.</p> <p>Use to determine service needs for the Job Seeker.</p>
Provider Service	<p>Click on the arrow for a drop down list. Items on the list link to the Needed Services. Click to select. (See Boxes 2 & 3)</p> <p>Click > OK.</p>
Provider	Use free form text to enter the Provider Name.
Course	Not used for JSR.
ENROLL button	Not used for JSR.
Staff Assigned	<p>The Staff Assigned defaults to the User logged into the system. To change the Staff Assigned, click on the arrow for a drop down list. Click to select the appropriate staff person.</p> <p>Click > OK.</p>
Program Affiliation	Not used for JSR
No Program Affiliation	Click to check mark.

Contract	Not used for JSR.
Actual Outcome	<p>Click for a drop down list. Click to select. Use the scroll bar when necessary.</p> <p>Select:</p> <ul style="list-style-type: none"> • DID NOT COMPLETE • COMPLETED-NO CREDENTIAL/CERTIFICATE
Agreed Upon Progress	Use free form text. Prints on the Service(s) Plan.
Instructions	<p>Use free form text. Does not print on the Service(s) Plan.</p> <p>Not required for JSR.</p>
Participation Hours Weekly	Not used for JSR
Participation Hours Minimum	Not used for JSR
Grade	Not used for JSR
Attending	Not used for JSR
Completed	Not used for JSR
PRINT SERVICE(S) Plan button	Click to print a copy of the Service(s) Plan.
GO TO SEEKER SERVICE button	Click to navigate to the Seeker Services screen.